

VIDEOBAR VB-S

Please read and keep all safety, security, and use instructions.

Important Safety Instructions

Refer to the owner's guide for more information about your Bose Videobar VB-S (including accessories and replacement parts) at [PRO.BOSE.COM/VBSDownloads](https://pro.bose.com/VBSDownloads) or contact Bose customer service.

Keep these instructions.

Heed all warnings.

Clean only with a dry cloth.

This product includes a ¼"-20 UNC threaded insert. If you use the insert, ensure the accessory attached to it can support the weight of the product without creating a tipping or falling hazard. Refer to [PRO.BOSE.COM/VBSDownloads](https://pro.bose.com/VBSDownloads) for information on other attachments and accessories for use with this product.

When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.

Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

WARNINGS/CAUTIONS



This symbol on the product means there is uninsulated, dangerous voltage within the product enclosure that may present a risk of electrical shock.



This symbol on the product means there are important operating and maintenance instructions in

If a battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.

Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

Only use the included hardware to wall-mount this product.

Only for wall-mounting on the following surfaces: Wallboard $\geq 3/8$ in (10 mm)

If mounted on surfaces other than stated above, please contact a professional installer.

The interconnect cables included with this system are not approved for in-wall installation. Please check your local building codes for the correct type of wire and cable required for in-wall installation.

Do not mount on surfaces that are not sturdy, or that have hazards concealed behind them, such as electrical wiring or plumbing. Ensure the bracket is installed in accordance with local building codes. If you are unsure about installing this bracket, please contact a professional installer.

Do NOT use in vehicles or boats.

Due to ventilation requirements, Bose does not recommend placing the product in a confined space such as in a wall cavity or in an enclosed cabinet.

Do not place or install the bracket or product near any heat sources, such as fireplaces, radiators, heat registers or other apparatus (including amplifiers) that produce heat.

Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.

To reduce the risk of fire or electrical shock, do NOT expose the product to rain, liquids, or moisture.

Do NOT expose this product to dripping or splashing and do not place objects filled with liquids, such as vases, on or near the product.

This product is not intended for installation or use in indoor water facility areas (including, without limitation, indoor pools, indoor water parks, hot tub rooms, saunas, steam rooms and indoor skating rinks).

Do not mount the product in locations where condensation may occur.

Do NOT use a power inverter with this product.

Use this product only with the power supply provided.

Regulatory Information

Dimensions (H × W × D): 48 × 267 × 87 mm (1.9 × 10.5 × 3.4 in)

Net Weight: 1.0 kg (2.2 lb)

Input Rating: 24 VDC $\overline{\text{---}}$, 1.875 A

This equipment should be installed and operated with a minimum distance of 20 cm between radiator and your body.

Shielded cables connected to the USB port are required to maintain regulatory compliance.

CAN ICES-3 (B)/NMB-3(B)

Information About Products That Generate Electrical Noise (FCC Compliance Notice for US)

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Bose Corporation could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules and with ISSED Canada's license-exempt RSS standard(s).

CE Bose Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and all other applicable EU directive requirements. The complete declaration of conformity can be found at: **[PRO.BOSE.COM/Compliance](https://pro.bose.com/compliance)**.

**UK
CA** This product conforms to all applicable Electromagnetic Compatibility Regulations 2016 and all other applicable UK regulations. The complete declaration of conformity can be found at: **[PRO.BOSE.COM/Compliance](https://pro.bose.com/compliance)**

Bose Corporation hereby declares that this product is in compliance with the essential requirements per Radio Equipment Regulations 2017 and all applicable UK regulations. The complete declaration of conformity can be found at: **[PRO.BOSE.COM/Compliance](https://pro.bose.com/compliance)**

This device for operation in the 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

China Restriction of Hazardous Substances Table

Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	0	0	0	0	0
Metal Parts	X	0	0	0	0	0
Plastic Parts	0	0	0	0	0	0
Speakers	X	0	0	0	0	0
Cables	X	0	0	0	0	0
This table is prepared in accordance with the provisions of SJ/T 11364.						
0:						

Product Power State Table

The product, in accordance with the Ecodesign Requirements for Energy Related Products Directive 2009/125/EC and the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2019, is in compliance with the following norm(s) or document(s): Regulation (EC) No. 1275/2008, as amended by Regulation (EU) No. 801/2013.

Required Power State Information	Power Modes	
	Standby	Networked Standby
Power consumption in specified power mode, at 230 V/50 Hz input	< 0.5 W	Wi-Fi, <i>Bluetooth</i> < 2.0 W
Time after which equipment is automatically switched into mode	< 2.5 hours	< 20 minutes
Power consumption in networked standby if all wired network ports are connected and all wireless network ports are activated, at 230 V/50 Hz input	< 2.0 W	< 2.0 W
Network port deactivation/activation procedures. Deactivating all networks will enable standby mode.	Wi-Fi: Reactivate from networked standby via the Bose Work application. Deactivate by restoring the factory default settings: Press and hold the Home and Autoframe buttons on the remote control simultaneously for 5 seconds. Bluetooth: :	

Date of Manufacture: The eighth digit in the serial number indicates the year of manufacture; “2” is 2012 or 2022.

China Importer: Bose Electronics (Shanghai) Company Limited, Level 6, Tower D, No. 2337 Gudai Rd. Minhang District, Shanghai 201100

EU Importer: Bose Products B.V., Gorslaan 60, 1441 RG Purmerend, The Netherlands

Mexico Importer: Bose de México, S. de R.L. de C.V. , Paseo de las Palmas 405-204, Lomas de Chapultepec, 11000 México, D.F. Phone Number: +5255 (5202) 3545

Taiwan Importer: Bose Taiwan Branch, 9F-A1, No. 10, Section 3, Minsheng East Road, Taipei City 104, Taiwan. Phone Number: +886-2-2514 7676

UK Importer: Bose Limited Bose House, Quayside Chatham Maritime, Chatham, Kent, ME4 4QZ, United Kingdom

Bose Corporation Headquarters: 1-877-230-5639

Licenses and Legal Information

Bose, Bose Work, and Videobar are trademarks of Bose Corporation.

Android and Google Play are trademarks of Google LLC.

The *Bluetooth®* word mark and logos are registered trademarks owned by *Bluetooth SIG, Inc.* and any use of such marks by Bose Corporation is under license.

macOS is a trademark of Apple Inc.

USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum and are only intended for use with products based on and compliant with the USB Type-C® cable and connector specification.

Wi-Fi is a registered trademark of Wi-Fi Alliance®.

All other trademarks are the property of their respective owners.

To view the license disclosures that apply to the third-party software packages included as components of the Bose Videobar VB-S:

Bose Videobar VB-S: Download and open the Bose Work mobile application, tap the **Settings** icon, and then tap **End User License Agreement**.

Bose Work mobile application: Tap the **Settings** icon, and then tap **End User License Agreement**.

Bose Work Configuration application or WebUI: Click the **Settings** icon, and then click **End User License Agreement**.

Bose Work Management application: Click the menu (≡), click **About Bose Work Management**, and then click **End User License Agreement**.

The Bose Privacy Policy is available at worldwide.Bose.com/privacypolicy.

Security Information

WHAT'S IN THE CARTON

Contents	12
----------------	----

SETUP

General Mounting Guidelines	14
Mount the VB-S on a Table, Shelf, or Credenza.....	15
Wall-mount the VB-S	16
Mount the VB-S on a Camera Stand or Tripod.....	20
Camera Privacy Cover	20
Cable Connections.....	21
Cable Management.....	22

SOFTWARE APPLICATIONS

Bose Work Configuration App and WebUI	24
Bose Work Management App.....	26
Bose Work App	26

PRODUCT DETAILS

Panels.....	27
Front Panel.....	27
Rear Panel.....	27
Remote Control.....	28
Status.....	29

OPERATION

Start a Meeting.....	33
Make a Call.....	34
Adjust the Camera	35
Reset the Camera.....	35
Adjust the Pan and Tilt Angles.....	36
Adjust the Zoom Ratio.....	36
Save and Recall a Preset.....	37
Enable/Disable Autoframing.....	38
Manage Audio Levels.....	39
Local Audio Playback.....	39
Meeting Audio	39
Adjust Audio Levels.....	40
Manage <i>Bluetooth</i> Devices	41
Pair a <i>Bluetooth</i> Device with VB-S.....	41
Disconnect a <i>Bluetooth</i> Device from the VB-S.....	42
Low-Power/Standby Modes	43

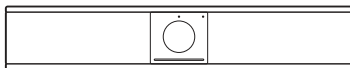
CARE AND MAINTENANCE

Clean the VB-S.....	44
Replacement Parts and Accessories	44
Limited Warranty.....	44
Serial Number Locations.....	44
Restore the Factory Default Settings.....	45
Forgotten Password	45
Update the Software.....	45

TROUBLESHOOTING

WHAT'S IN THE CARTON

Contents



C Large drywall anchor (2)

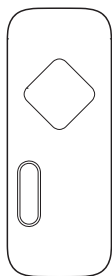
D Drywall anchor pushpin

E Pan-head screw (2)

F Small flathead screw (2)

G Small drywall anchor (2)

Cable management plate,
foam, and cover



SETUP

General Mounting Guidelines

Do NOT place the VB-S on its front, back or top when in use.

Do NOT place any objects on top of the VB-S.

Avoid placing the VB-S near air conditioning vents, heaters or radiators, fans, or other sources of noise or vibrations.

To avoid wireless interference, keep other wireless equipment **0.3-0.9 m (1-3 ft)** away from the VB-S. Place the VB-S outside and away from metal cabinets, other audio/video components and direct heat sources.

Make sure there is an AC (mains) outlet nearby.

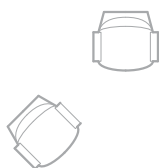
Mount the VB-S directly below (preferred) or above a display with the grille facing into the room. If you mount the VB-S above a display, ensure there is sufficient airflow from the heat vents of the display.

For best sound and microphone performance, do NOT place the VB-S in an enclosed cabinet or diagonally in a corner.

Make sure the seating area of all meeting participants fits within the camera's field of view (FOV). All meeting participants must be in the FOV in order for the autoframing feature to work properly (see **Enable/Disable Autoframing (Page 38)**).

The FOV of the VB-S camera is 115° horizontal, 81° vertical.

Make sure the meeting room can be well lit during a meeting.



Mount the VB-S on a Table, Shelf, or Credenza

For best performance, when setting up the VB-S on a table, shelf, credenza, etc., follow these recommendations:

See **General Mounting Guidelines (Page 14)** first.

Place the VB-S in its table stand on a stable and level surface.

Position the front of the VB-S so the supporting surface is not visible in the camera's image. Make sure the meeting room can be well lit during a meeting.



Wall-mount the VB-S

For best performance, follow these recommendations when setting up the VB-S on a wall:

See **General Mounting Guidelines (Page 14)** first.

When determining where to attach the wall-mount bracket to the wall, make sure there is enough space around the bracket to fit the VB-S:

There must be at least **3.8 cm (1.5 in)** above the wall-mount bracket. This will allow you to “hang” the VB-S on it (Step 6) and to adjust the angle of the VB-S. It will also provide enough space to access the rear-panel connections on the VB-S.

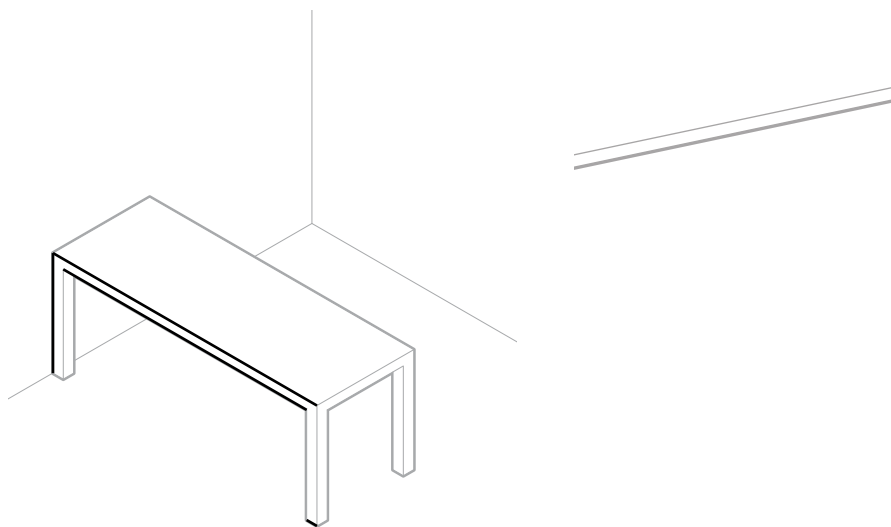
There must be at least **11.4 cm (4.5 in)** below the wall-mount bracket. This will allow you to hang the VB-S vertically during installation to insert cables and to adjust the angle of the VB-S.

The space must be at least **31.8 cm (12.5 in)** wide with the wall-mount bracket in the center of it. This is necessary to accommodate the VB-S plus space to access the acoustic port on the sides of the VB-S (there should be **2.5 cm (1.0 in)** on each side).

Only use the included hardware to wall-mount this product.

Note: Some additional tools are required.

Note: Read the included **Important Safety Instructions** before continuing.

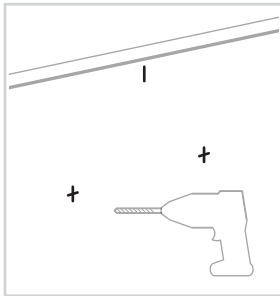


4

WARNINGS:

Do not mount on surfaces that are not sturdy, or that have hazards concealed behind them, such as electrical wiring or plumbing. If unsure, please contact a professional installer.

The included hardware is not suitable for masonry surfaces.



Wallboard

7.9 mm ($\frac{5}{16}$ in)

Wood stud/metal stud

4.8 mm ($\frac{3}{16}$ in)

Wallboard

7.9 mm
($\frac{5}{16}$ in)

7.9 mm ($\frac{5}{16}$ in) $\geq$ 10 mm ($\frac{3}{8}$ in)

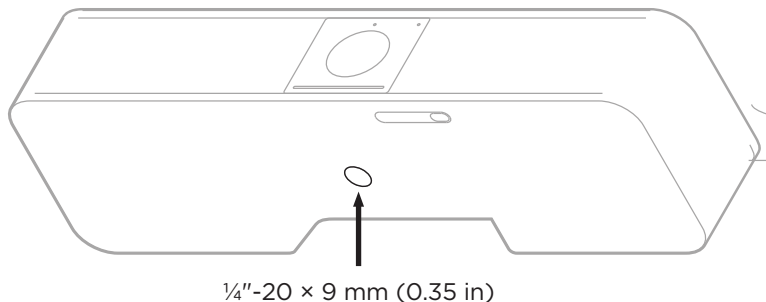
Wood stud

Metal stud

4.8 mm ($\frac{3}{16}$ in)

4.8 mm ($\frac{3}{16}$ in)

Mount the VB-S on a Camera Stand or Tripod

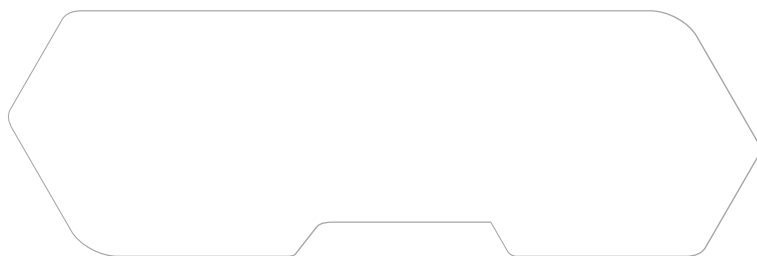


On the underside of the VB-S, there is a 1/4"-20 UNC-threaded insert with a depth of 9 mm (0.35 in).

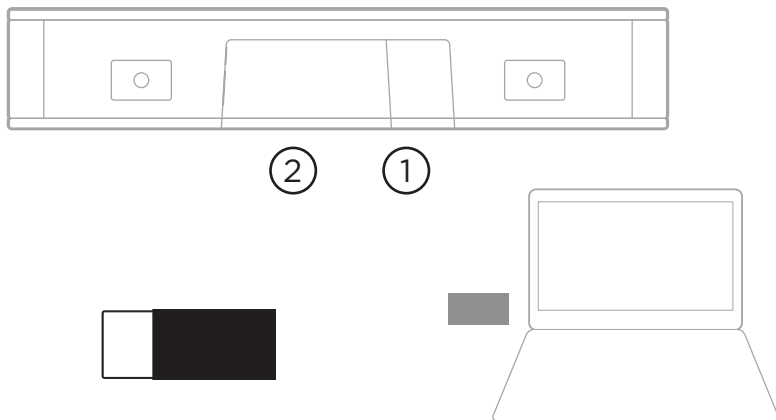
As an alternative to tabletop-mounting or wall-mounting the VB-S, you can use this insert to attach the VB-S to a camera stand, tripod, or other mounting device.

If you use this insert, ensure the mounting device attached to it can support the weight of the VB-S without creating a tipping or falling hazard. Also, do not overtighten the screw in the insert, which could cause damage.

Camera Privacy Cover



Cable Connections



Cable Management

The included cable management cover can hold all permanent cabling in place against a wall.

F



Small flathead screw (2)

G

Small drywall anchor (2)

Cable management plate,
foam, and cover

To install the cable management cover:

1. Place and hold the back of the cable cover (the piece with the screw holes) against desired location on wall.
2. Mark the center of the two screw holes on wall, and remove the back of the cable cover.
3. If that part of the wall has a stud behind it, drill two 2.4 mm ($\frac{3}{32}$ in) holes into the wall.

If that part of the wall has no stud behind it, drill two 5 mm ($\frac{3}{16}$ in) holes into the wall.
4. If that part of the wall has no stud behind it, drive the two small drywall anchors (**G**) into the wall.
5. Align the back of the cable cover with the screw holes.
6. Drive the two small flat-head screws (**F**) into the back of the cable cover to secure it to the wall.
7. Gather the cables and place along the “guide” of the back of the cable cover (on the wall).
8. Remove the adhesive strip from the cable cover foam.
9. Firmly place the foam strip on the back of the cable cover, next to the gathered cables.
10. Place the front of the cable cover over gathered cables and foam so it adheres.

SOFTWARE APPLICATIONS

Three software applications enable you to configure the Bose Videobar VB-S:

Use Bose Work Configuration software — available for Windows and macOS or via web browser — for device setup and configuration.

Features:

- Control camera: pan, tilt, zoom, presets, and autoframing

- Password-protected administration and configuration

- Install firmware updates, create and apply configuration profiles, adjust *Bluetooth* and advanced camera settings, and more

- Notifies you if a Bose Work device software update is available

- Available for Windows and macOS or via web browser, which provides all the functionality of the desktop software over a network connection

Use Bose Work Management software for remote management, for single-device or enterprise-wide, multi-device changes, and to view device status in real time.

Features:

- See device status and control critical functions of all your Bose Videobar VB-S devices from a single location

- Schedule firmware updates to all or only selected devices

- View, edit, save parameters by device or group of devices

- Discover all devices on the network; create, save, and apply device profiles

- Available for Windows

The Bose Work mobile app allows anyone in the room to control the Bose Videobar VB-S with their smartphone — adjust volume, mute, pan, tilt, zoom, zoom presets, and *Bluetooth* pairing.

Features:

- Real-time control of volume, mute, pan, tilt, zoom, zoom presets, and *Bluetooth* pairing from your mobile device

- Uses *Bluetooth* pairing to discover and communicate with the Bose Videobar VB-S

- Available for iOS and Android

Bose Work Configuration App and WebUI

To download and install the Bose Work Configuration app on your computer:

1. On your computer, visit [**PRO.BOSE.COM/VBSDownloads**](https://PRO.BOSE.COM/VBSDownloads).
2. Download and install the **Bose Work Configuration Software** app.

To access and use the Bose Work Configuration app to configure the VB-S:

1. Connect your computer to the **USB-C** port on the VB-S.
2. Open the **Bose Work Configuration** app.
3. To access the Administrator configuration settings to configure the VB-S, Click the **Administrator** icon in the navigation panel and enter the factory default password: **Bose123!**

Note: We recommend changing the password after gaining access.

To access and use the browser-based Bose Work Configuration WebUI to configure the VB-S over a network connection:

1. Connect your computer and the VB-S to the same network. (See the user guide in the Bose Work Configuration app to learn how to learn how to do this.)
2. Enter the IP address of the VB-S into the address bar of a web browser on your computer, and press **Enter**. (You can determine the IP address of the VB-S using the Bose Work Configuration app over USB or using the Bose Work Management app which automatically discovers VB-S devices on the network.) The Bose Work Configuration WebUI will open.

Note: On some browsers, you may see a security warning like this:



Your connection is not private.

Attackers might be trying to steal your information from
169.254.32.128

This is normal and not a security risk. Click **Advanced**. (If you are ever unsure about performing an operation on your computer, in a web browser, etc., check with your IT/system administrator first.)

You may then receive a follow-up message:

This server could not prove it is **169.254.32.128**. Its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

[Proceed to **169.254.32.128** \(unsafe\).](#)

This is also normal. Click the **Proceed to...** link to proceed to the Bose Work Configuration WebUI login page.

The factory default administrator password is: **Bose123!**

Note: We recommend changing the password after gaining access.

To access the user guide for the Bose Work Configuration app or WebUI, see the **Settings** page in the app or WebUI.

Bose Work Management App

To download the Bose Work Management software:

1. On your computer, visit **[PRO.BOSE.COM/VBSDownloads](https://pro.bose.com/vbsdownloads)**.
2. Download and install the **Bose Work Management** app.

To access and use the Bose Work Management app to configure one or more VB-S devices over a network connection:

1. Connect your computer and each VB-S to the same network. (See the user guide in the Bose Work Management app to learn how to learn how to do this.)
2. Open the **Bose Work Management** app.

To access the user guide for the Bose Work Management app, see the **About Bose Work Management** page in the app.

Bose Work App

The Bose Work App provides the functions of the infrared remote control conveniently on your mobile device. To download the Bose Work app:

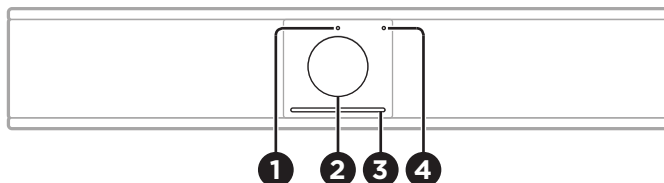
1. Search for and download the **Bose Work** app from the App StoreSM or Google PlayTM.
2. Open the app on your mobile device and enable location tracking.
3. On your mobile device, connect to **Bose Videobar VB-S**.

To access the user guide for the Bose Work app, see **Settings** page in the app.

PRODUCT DETAILS

Panels

Front Panel



1. **Status indicator:** See **Status (Page 29)** to learn more about this.
2. **Camera**
3. **Light bar:** See **Status (Page 29)** to learn more about this.
4. **Bluetooth indicator:** This light indicates the current status of VB-S *Bluetooth* connectivity:

Slowly pulses blue: The VB-S is available to pair to a *Bluetooth* mobile device.

Lit solid white: The VB-S is connected to a

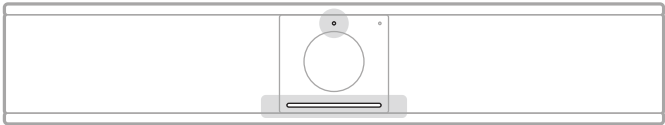
Remote Control

The Bose Videobar VB-S includes an infrared remote control that enables you to adjust camera and volume settings, mute the microphones, and put the VB-S in *Bluetooth* pairing mode.

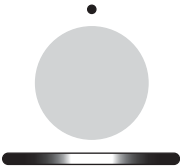
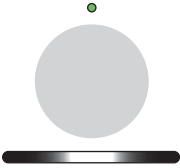
Note: All remote-control functions are also available in the software apps that enable you to configure the Bose Videobar VB-S. See **Software Applications (Page 23)** for more information.

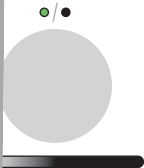
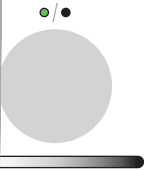
1. **Mute:** Mute/unmute the VB-S microphones.
2. **Bluetooth:** Press and hold for 3 seconds to enter pairing mode. If already paired to a device, press and hold to disconnect.
3. **Camera Pan:** Press to pan the camera left and right (< or >), or press and hold for continuous adjustment.
4. **Camera Tilt:** Press to tilt the camera up and down (▲ or ▼), or press and hold for continuous adjustment.
5. **Home Preset:** Return Pan, Tilt, and Zoom (PTZ) camera settings to the Home position. The Home position can be changed in the Bose Work Configuration app.
6. **Presets 1 & 2:** Press to select Preset 1 or 2 for the camera. Press and hold to save the current Pan, Tilt, and Zoom (PTZ) camera settings as Preset 1 or 2.
7. **Autoframe:** Turn autoframing on/off. When on, the pan, tilt, and zoom (PTZ) camera settings will adjust automatically to include all participants in the field of view at all times.
8. **Volume:** Raise or lower volume (+ or -).
9. **Camera Zoom:**8.

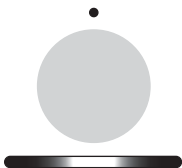
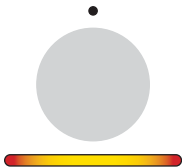
Status

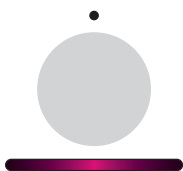


The status indicator above the camera and the light bar below the camera indicate the status of the VB-S.

Appearance	Activity	System State
	A small section of lights in the center of the light bar is bright white. Status indicator is off.	No active meeting. VB-S is powered on and “awake.”
	A small section of lights in the center of the light bar is dim white.	

Appearance	Activity	System State
	The leftmost light on the light bar blinks once. The status indicator may be on or off.	The volume has been lowered by one increment.
	A small section of lights on the leftmost end of the light bar blinks once. The status indicator may be on or off.	The volume has been set to its lowest level.

Appearance	Activity	System State
	A small section of lights in the center of the light bar is blinking white rapidly.	The VB-S is searching for a Wi-Fi network.
	Two small sections of lights in the light bar are solid red. The rest of the light bar is solid amber. The status indicator is off.	The VB-S is not functioning properly. This may be due to a connection issue or a firmware/software issue. Make sure the VB-S is connected to a network. (See the user guide in the Bose Work Configuration app or Bose Work Management app to learn how to do this.) If that does not solve the issue, please support. Bose technical support.

Appearance	Activity	System State
 A diagram of a light bar consisting of a large gray circle with a small black dot above it, and a horizontal bar below it. The horizontal bar has a small section on the left that is highlighted in purple.	A small section of lights in the center of the light bar pulses purple repeatedly.	The Bose Work Management app is sending an “Identify Device” message to the VB-S.

OPERATION

Start a Meeting



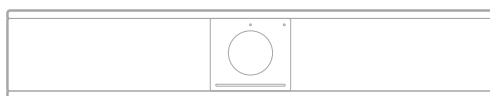
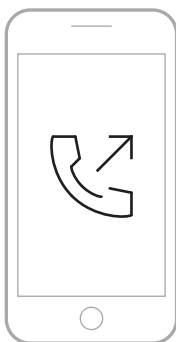
Make a Call

①

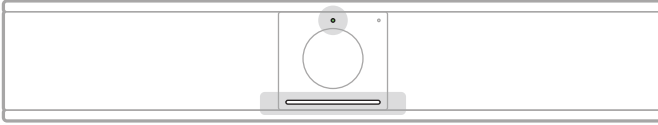
②

Bose Videobar VB-S

③



Adjust the Camera

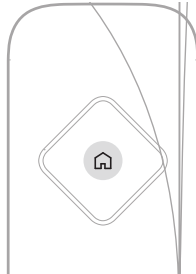


The status indicator above the camera and the light bar below the camera indicate the status of the VB-S. When the camera is on, the status indicator will also be on (whether or not there is an active meeting).

Note: All remote-control functions are also available in the software apps that enable you to configure the Bose Videobar VB-S. See **Software Applications (Page 23)** for more information.

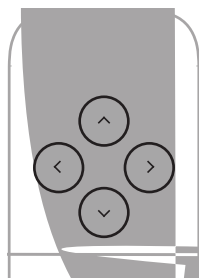
Tip: For quick and simple adjustments to the camera settings, we recommend using the Bose Work app on your mobile device. See **Bose Work App (Page 26)**.

Reset the Camera



To return the camera to its default pan, tilt, and zoom settings, press the **Home** button on the remote control.

Adjust the Pan and Tilt Angles



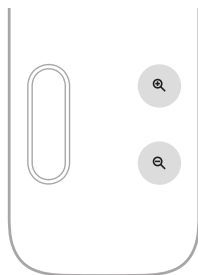
Note: You can adjust the pan and tilt angles only if the camera is not fully zoomed out.

To adjust the pan (left-right) angle of the camera, press one of the camera pan buttons (< or >) on the remote control.

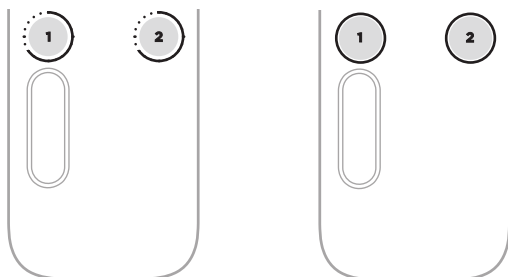
To adjust the tilt (up-down) angle of the camera, press one of the camera tilt buttons (▲ or ▼) on the remote control.

Press a button once to adjust the camera in increments, or press and hold it for continuous adjustment.

Adjust the Zoom Ratio



Save and Recall a Preset



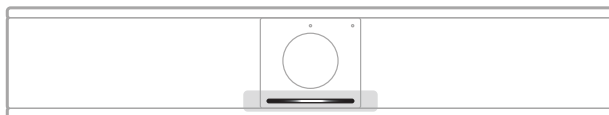
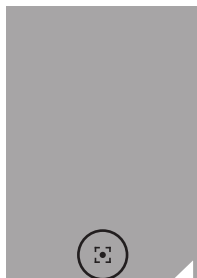
You can save the camera's pan, tilt, and zoom settings to a preset: Preset 1 or Preset 2. When you recall a saved preset, the camera will immediately return to the saved pan, tilt, and zoom settings.

To save a preset:

1. Adjust the pan, tilt, and zoom settings as desired.
2. Press and hold the desired preset button on the remote control (**Preset 1** or **Preset 2**) for 3 seconds. The camera settings will be saved to that preset.

To recall a saved preset, press the desired preset button on the remote

Enable/Disable Autoframing



To enable or disable the camera's autoframing feature, press the **Autoframe** button on the remote control.

When autoframing is enabled, the camera will automatically and continuously adjust the pan, tilt, and zoom settings to include all participants in the room in the field of view. A small section of lights in the center of the light bar will be lit solid white.

Note: Adjusting the pan, tilt, or zoom settings or selecting **Home**, **Preset 1**, or **Preset 2** will automatically disable autoframing.

When autoframing is disabled, adjust the camera's pan-tilt-zoom (PTZ) settings manually. The whole light bar will be lit solid white.

Manage Audio Levels

The Bose Videobar VB-S has three audio inputs: its microphones, USB audio, and *Bluetooth* audio.

The VB-S also has two audio outputs: its speaker and USB audio.

The real-time levels of all of these signals can be seen in the **Meters** tab of the Bose Work Configuration app or WebUI.

Local Audio Playback

Music or audio over the USB or *Bluetooth* inputs are played back through the VB-S speaker (the near end).

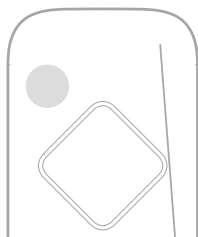
During meetings, this USB audio will not be sent to the other participants (the far end), but *Bluetooth* audio will be sent to the far end if the meeting audio and *Bluetooth* audio are "bridged." Bridging is enabled in the VB-S by default, but you can disable or reenable it by using the Bose Work Configuration app or WebUI or the Bose Work Management app (see **Software Applications (Page 23)**).

Meeting Audio

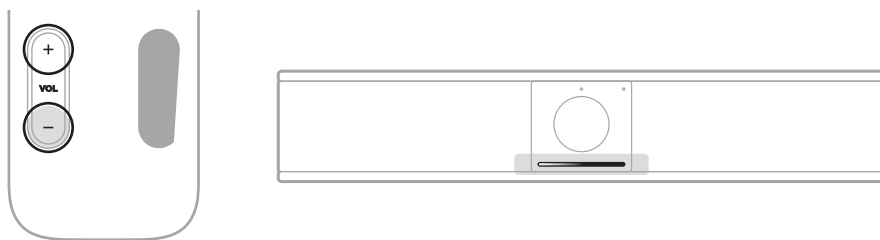
The VB-S microphone audio is sent to the other participants (the far end) via the USB output after the Acoustic Echo Cancellation (AEC) feature.

If local audio playback is sent over the USB input, it will play over the VB-S speaker, but the AEC feature will remove the music from the VB-S microphone audio pick-up before sending it to the far end.

If you wish to send local audio playback to the far end, share the audio playback app within your meeting software.



Adjust Audio Levels



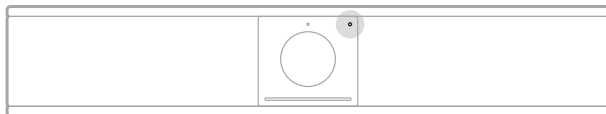
To adjust the volume of the VB-S speaker, use the **Volume +** or **-** buttons on the remote control, adjust the volume of the host computer, or adjust the volume of the *Bluetooth* audio. The light bar will indicate when the volume has been raised, lowered, or set to its highest or lowest level. See **Status (Page 29)** for more information.

These three volume levels are always synchronized, so adjusting one of them adjusts the others as well.

Note: All remote-control functions are also available in the software apps that enable you to configure the Bose Videobar VB-S. See **Software Applications (Page 23)** for more information.

Manage *Bluetooth* Devices

The VB-S can be paired with one *Bluetooth* device at a time. For instance, it cannot be paired with one device using the Bose Work app and another device for calls or audio playback.



The *Bluetooth* indicator on the front panel indicates the current status of VB-S *Bluetooth* connectivity:

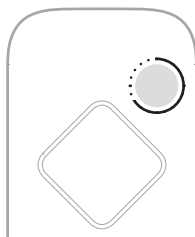
Slowly pulses blue: The VB-S is available to pair to a *Bluetooth* mobile device.

Lit solid white: The VB-S is connected to a *Bluetooth* mobile device for use of the Bose Work app or for calls and audio playback.

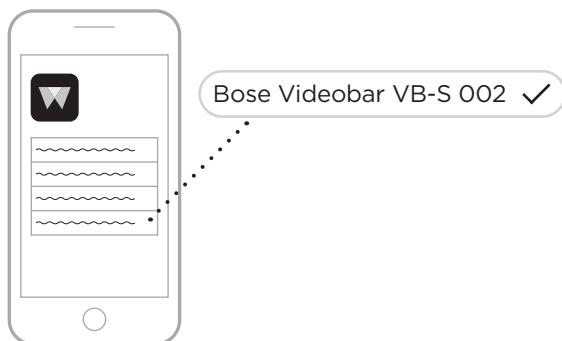
Off: No *Bluetooth* connectivity.

The VB-S will not automatically reconnect to a previously paired *Bluetooth* device. Once the *Bluetooth* connection is lost (due to distance, intentional disconnection, etc.), you will need to follow the steps to pair again.

Pair a *Bluetooth* Device with VB-S



The Bose Work app can pair your *Bluetooth* device with the VB-S using *Bluetooth* Low Energy (BLE). The app will automatically “discover” VB-S units nearby.



Low-Power/Standby Modes

Some countries' energy regulations require products like the VB-S to enter a standby mode, a low-power state of operation that saves energy while the product is inactive. This low-power mode is enabled in the VB-S by default, but you can disable or reenable it by using the Bose Work Configuration app or WebUI or the Bose Work Management app (see **Software Applications (Page 23)**).

Note: Disabling the low-power mode will cause the VB-S to consume more energy while it is inactive.

When the low-power mode is enabled:

If the VB-S is connected to a network, the VB-S will enter a networked standby mode after 18 minutes of inactivity.

If the VB-S is not connected to a network, its standby mode has two stages. The VB-S will enter an initial low-power state after 18 minutes of inactivity. After two more hours of inactivity, the VB-S will enter its lowest-power state. In both states, the light bar on the front of the VB-S will be off. To enter this non-networked standby mode, the VB-S must be disconnected from any USB device and its *Bluetooth* and Wi-Fi connectivity must be disabled.

When the low-power mode is disabled, the VB-S will not enter the standby mode or networked standby mode.

Certain actions or commands can prevent the VB-S from entering its standby mode or can return the VB-S to its normal operation by “waking” it from its standby mode or networked standby mode:

Action or Command	Prevents the VB-S from entering its networked standby mode.

CARE AND MAINTENANCE

Clean the VB-S

The VB-S may require periodic cleaning.

Wipe the outside surfaces with a soft, dry cloth.

Do not allow moisture to get inside the grille or any cable/wire connections.

Replacement Parts and Accessories

Replacement parts and accessories can be ordered through Bose customer service.

Visit: [**PRO.BOSE.COM/Contact**](https://pro.bose.com/contact)

Limited Warranty

The Bose Videobar VB-S is covered by a limited warranty. Visit our website at [**PRO.BOSE.COM/Warranty**](https://pro.bose.com/warranty) for details of the limited warranty.

Serial Number Locations

The serial and model numbers are located on the rear panel of the product.

You can also view the serial number in the Bose Work configuration app or WebUI or in the Bose Work management app (see **Software Applications (Page 23)**).

Restore the Factory Default Settings

Restoring the factory default settings will do the following:

- Clear the list of *Bluetooth* devices paired to the VB-S.

- Clear the camera presets (Home, Preset 1, and Preset 2).

- Return all camera, microphone, and speaker settings to their default values. (Many of these settings are configured in the Bose Work Configuration software or Management software.)

- Reset the administrator password to **Bose123!**

Note: We recommend changing the password after resetting it.

To restore all settings of the VB-S to their factory defaults, press and hold the **Home** button and **Autoframe** button on the remote control simultaneously for 5 seconds.

A small section of lights in the center of the light bar will pulse white repeatedly. The lights will then move outward from the center until the whole light bar is lit solid white. The lights will then fade out. When this process is completed, the VB-S will restart with its factory default settings.

Forgotten Password

If you have forgotten the password to access the Administrator configuration settings, you must restore the factory default settings to reset the password (see **Restore the Factory Default Settings (Page 45)**).

Note: We recommend changing the password after resetting it.

Update the Software

You can use the Bose Work Configuration app and Bose Work Management app to check for and install VB-S firmware updates. See **Software Applications (Page 23)** to learn how to download and access these software apps.

If you are using the Bose Work Configuration WebUI to configure the VB-S, you may not be able to automatically check or update the firmware from the online Bose server unless your computer is also connected to the internet.

If you cannot access firmware updates while using the WebUI, do one of the following instead:

- Use the Bose Work Configuration app.

- Use the Bose Work Management app.

TROUBLESHOOTING

Try these solutions first.

If you experience problems with the VB-S, try these solutions first:

Make sure the VB-S is connected to power.

Make sure any cables connected to the rear panel are securely connected. See **Cable Connections (Page 21)**.

Check the status indicators. See **Front Panel (Page 27)**.

Make sure your mobile device supports *Bluetooth* connections.

Check for available VB-S software updates. See **Update the Software (Page 45)**.

Move your *Bluetooth* device closer to the VB-S and away from any interference or obstructions.

Adjust the volume on the VB-S, computer, *Bluetooth* device, or any other audio sources. See **Manage Audio Levels (Page 39)**.

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact Bose customer service.

Visit: support.Bose.com/VB-S

Problem	What to Do
I hear music but my computer is not connected.	Check if the <i>Bluetooth</i> indicator is lit solid white. If so, someone's <i>Bluetooth</i> device may already be paired with the VB-S. Press and hold the Bluetooth button on the remote control for 3 seconds to disconnect it.
The sound is too quiet or not audible at all.	

Problem	What to Do
The sound is distorted.	The volume may be too high. Lower the volume using: - the VB-S remote control - your <i>Bluetooth</i> mobile device (if you are using one) - your meeting software (speaker volume)
Adjusting the volume on my computer has no effect on the volume of the VB-S.	Your computer may not have the VB-S selected as the default audio playback device (even if your meeting software is working properly with the VB-S). Windows: Click the speaker icon in the system tray (in the taskbar) and select Bose Videobar VB-S as the playback device. macOS: Click the Apple icon in the upper-left corner of the screen, and select System Preferences, click Sound, and then click Output. Select Bose Videobar VB-S in the list of devices.
The volume level of my computer or mobile device changed suddenly when I connected my computer or mobile device to the VB-S.	This is normal. The VB-S automatically synchronizes the volume level of all devices when they connect to it.

Problem	What to Do
Bose Videobar VB-S is not listed as a microphone, speaker, or camera in my meeting software.	Wait approximately 30 seconds for your computer to register the VB-S as a microphone, speaker, and camera device. If this still does not work, try the following solutions: - Make sure the USB cable is connected securely to your computer. - Try connecting to a different USB port on your computer. - Make sure the VB-S is powered on (connected securely to its power outlet). - Make sure the USB cable is connected securely to the USB-C port on the rear panel of the VB-S. - Try using a shorter USB cable. - If you also own Bose Videobar VB1, make sure you are not using the USB cable included with the VB1 to connect the VB-S to a computer. (The VB1 USB cable is designed specifically for that model.)
My meeting software is displaying a message that the video is not working or cannot start.	This is usually caused when the Bose Work Configuration app or another unified communications client is already using and controlling the camera. Close the other app that is using the video.
When I try to connect to the VB-S using the Bose Work Configuration WebUI, my browser displays a security warning.	This is normal as the VB-S does not provide a security certificate based on a dynamically allocated IP address. See Bose Work Configuration App and WebUI (Page 24) for specific instructions. (If you are ever unsure about performing an operation on your computer, in a web browser, etc., check with your IT/system administrator first.)

Problem	What to Do
The camera zooms in or out even when I am not manually adjusting it.	The camera's autoframing feature may be enabled. Press the Autoframe button on the remote control to disable it. Some meeting software apps have built-in autoframing, which may be cropping the image or changing the camera zoom ratio. If possible, disable this feature in your meeting software.
The camera moves around a lot when the autoframing feature is enabled.	The camera's autoframing feature might not be set to the best mode for the meeting space. Use the Bose Work Configuration app or Bose Work Management app (see Software Applications (Page 23)) to change the autoframing mode from Individual ("Follow Me") mode to Group ("Conferencing") mode or vice versa. Refer to the user guide in the app for more information.
The <i>Bluetooth</i> indicator is blinking blue.	This is normal. This indicates the VB-S is in <i>Bluetooth</i> pairing mode (The <i>Bluetooth</i> button on the remote control may have been accidentally pressed.)
The <i>Bluetooth</i> indicator is lit solid white.	This is normal. This indicates the VB-S is connected to a <i>Bluetooth</i> device for music (music controls the Bose Work app).
The light bar is on.	If the whole light bar is lit, then there is an active meeting.



869987-0010